

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:783

ANSWERED ON:25.02.2009

RECOMMENDATIONS OF NISG FOR ISSUE OF PASSPORTS

Tripathy Shri Braja Kishore

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the details of the recommendations made by the National Institute of Smart Government (NISG), Hyderabad on issue of passports;
- (b) whether the Government has finalised the locations for setting up of the Passport Seva Kendras in various parts of the country as recommended by NISG;
- (c) if so, the details thereof alongwith the criteria fixed for the identification of sites for the said purpose, location-wise;
- (d) whether the Government proposes to bring out any amendment in the existing act to facilitate issue of passport; and
- (e) if so, the details thereof and the reasons therefor?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI E. AHAMED)

(a) The Government had entrusted the National Institute of Smart Government (NISG), Hyderabad with the task of undertaking a time-bound study on the passport issuance system, including its IT aspects with the objective to deliver passport related services to the citizens in a timely, transparent, more accessible, reliable manner and in a comfortable environment, through streamlined procedures and committed, trained and motivated workforce. To achieve this objective, the NISG recommended setting up of Passport Seva Kendras all over the country where the non-sovereign functions, involved in the passport issuance process, such as initial scrutiny of the application forms, acceptance of fee, scanning of the documents, taking photos, etc. will be performed by the service provider selected as a result of an open bidding process. The sensitive activities, such as verification of documents, decision on grant of passports will be performed by the Government staff. Police verification will be expedited through electronic linkage of the Passport Seva Kendras with the police authorities in Districts/State Capitals. The service levels to be achieved include issue of passports within 3 days and in cases, which require prior police verification, within 3 days after the completion of the verification process.

(b) & (c) The Government accepted the NISG report and the Cabinet approval for the Passport Seva Project was obtained in September, 2007. The NISG also recommended the location of the Passport Seva Kendras on the basis of a study conducted by them on the number of passport applications received from various districts under each Passport Office. The proposal is to have 77 Passport Seva Kendras whose proposed locations are attached at Annexure A.

(d) & (e) No amendment to the Passports Act is envisaged.